

Health Literacy and the Medicare Quality Improvement Organization (QIO)

Improve Health for Populations
and Communities Aim

Tammy Geltmaker, Senior Program Manager



Background

- As part of the Department for Health and Human Services (HHS) Steering Committee, the Centers for Medicare & Medicaid Services (CMS) has helped develop the National Quality Strategy with three broad aims
 - 1) Better health care
 - 2) Better health for people and communities
 - 3) Affordable care through lowering cost by improvement
- To be successful, the National Quality Strategy must also be supported on state and local levels

Background (Cont'd)

As a major force and trustworthy partner for the continual improvement of health and health care for all Americans, as a QIO, Health Care Excel works with patients, providers, and practitioners across **organizational**, **cultural**, and **geographic** boundaries to spread rapid, large scale change

QIO Program Priority Aims

- Strategic Aims
 - Beneficiary and family-centered care
 - Improve individual patient care
 - Integrate care for patient populations
 - Improve health for populations and communities
 - Prevention through screening and immunizations
 - Prevention in cardiovascular disease
 - Reducing health disparities
 - Other rapid cycle projects

Improve Health for Populations and Communities Aim (IHPC)

- Connect providers with their communities for better health outcomes
 - decision support tools, improved care coordination, and better engagement of patients/families
- Improve preventive care delivery for targeted populations and communities
 - streamlined processes for workflows, data reports, and identification of registry functions for provider clinical information exchange to improve quality and efficiency of patient care
- Encourage participation in quality reporting initiatives
- Promote the use of health information technology (HIT) for care management
- Reduce disparities

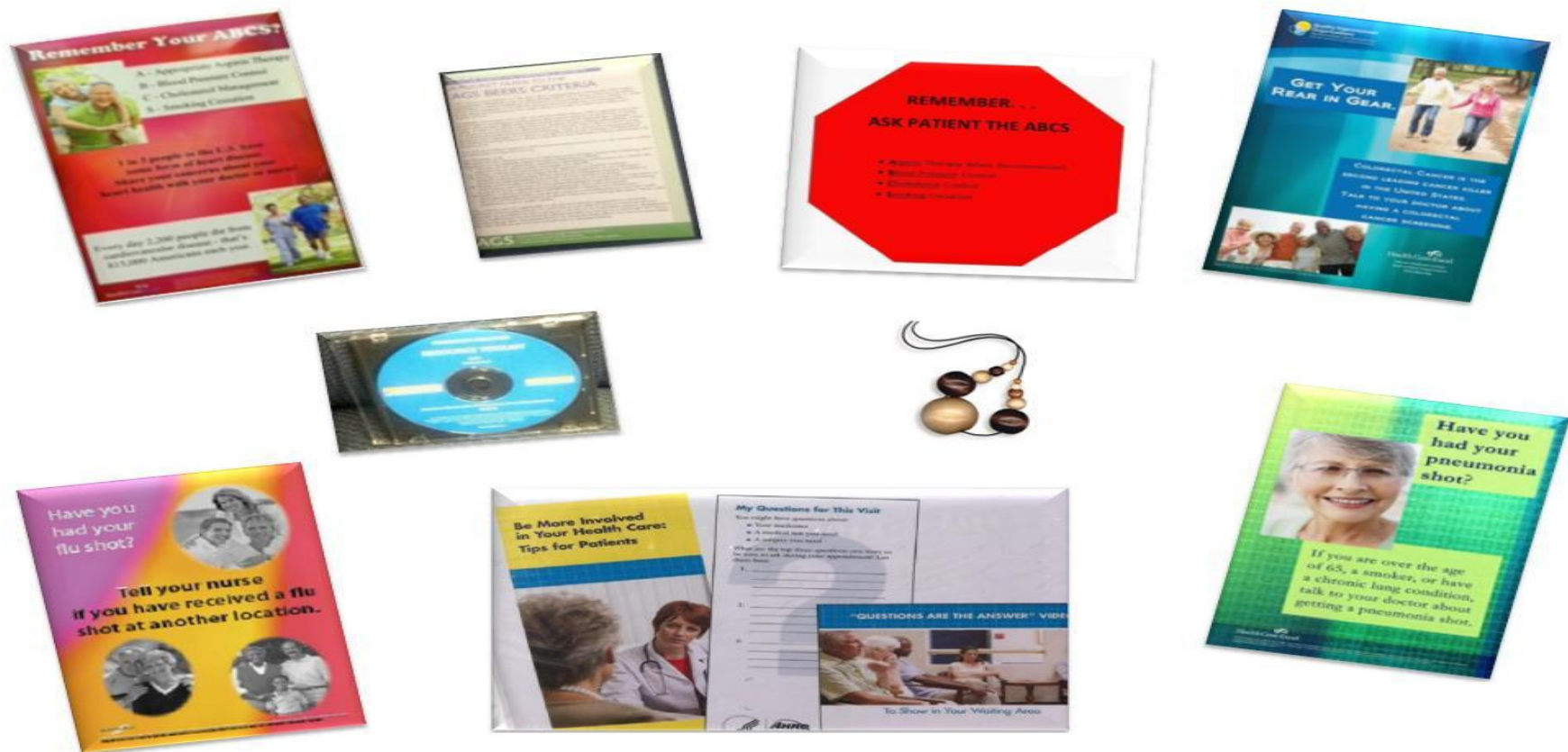
IHPC and Health Literacy

- Educating stakeholders and patients about prevention and cardiac measures (vaccinations, screenings, and “ABCS”)
 - Fewer than half of adults < 65 are up to date with core preventive services
 - Heart disease and strokes are the leading causes of preventable death in people < 65
 - Greatest expression of racial disparities in life expectancy
- Encouraging providers to review the patient’s prevention and cardiac screening status at every visit
 - Identify who on the team is addressing each measure
 - Determine where and how to document the measure
 - Review how to use your HIT
 - Evaluate the patient’s *and* practice’s measure rates

IHPC and Health Literacy

- Promoting tools and resources encouraging improved communication between patients and providers
 - Including brochures, posters, handouts, notepads, and videos
- Promoting use of tools, information, and community resources provided by the Learning and Action Network (LAN)
- Encourage stakeholder participation in the LAN
 - Sharing and incorporating best practices and lessons learned into workflow
 - Encouraging patients, partners, and colleagues to participate in campaigns and initiatives relevant to their missions

Sample Tools and Resources



Questions?

Health Care Excel
Population Health Team
502-454-5112

tgeltmaker@kyqio.sdps.org



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10SOW-KY-POPHEALTH-12-039 9-10-2012

09-17-2012